



CITY OF HOUSTON

Job Posting

AP

Applications accepted from:

ALL PERSONS INTERESTED

Job Classification

SENIOR DISPATCHER

Posting Number

PN# 110684

Department

Department of Public Works & Engineering

Division

Public Utilities Division

Section

Utility Maintenance Branch

Reporting Location

611 Walker*

Workdays & Hours

Various Shifts and Holidays*

*Subject to change

DESCRIPTION OF DUTIES/ESSENTIAL FUNCTIONS

Performs communication duties, including informing field personnel of service calls requiring immediate response or other special handling. Accepts and processes instructions and/or questions from mobile field units and supervisors. Answers more serious complaint and distress calls forwarded from field personnel; determines priority of each call. Locates complaint site and appropriate field personnel and transmits necessary information by way of radio and/or computer communications. Updates various logs. Requests Street Cut and other applicable permits. Enter information in the ETS database. Updates work order status and costing information in the Infrastructure Management System (IMS) work order system. Maintains radio contact with units to monitor field personnel's locations and activities.

WORKING CONDITIONS

This position is physically comfortable most of the time with occasional periods of stooping, bending and/or light lifting of materials up to 10 pounds. There are occasional minor discomforts from exposure to less-than-optimal temperature and air conditions.

MINIMUM EDUCATIONAL REQUIREMENTS

High School diploma or GED.

MINIMUM EXPERIENCE REQUIREMENTS

One (1) year of experience as a dispatcher or work in a clerical/telephone or radio/telephone operation is required.

MINIMUM LICENSE REQUIREMENTS

A valid Texas Driver's License and compliance with the City of Houston's policy on driving (AP 2-2).

PREFERENCES

Preference will be given to applicants with prior experience working in a central dispatching environment. Knowledgeable in Infrastructure Management System (IMS) or a work order tracking system application and Microsoft Office applications (Word, Access, PowerPoint, Excel and Outlook).

SELECTION/SKILLS TESTS REQUIRED

However, the Department may administer a skill assessment evaluation.

SAFETY IMPACT POSITION

Yes ☒ No ☐

If yes, this position is subject to random drug testing and if a promotional position, candidate must pass an assignment drug test.

SALARY INFORMATION

Factors used in determining the salary offered include the candidate's qualifications as well as the pay rates of other employees in this classification. The salary range for this position is:

Salary Range - Pay Grade 12

\$789 – 1,102 Biweekly \$20,514 - \$28,652 Annually

OPENING DATE

May 24, 2006

CLOSING DATE

June 6, 2006

APPLICATION PROCEDURES

Original applications only and resumes are accepted and must be received by the Human Resources Department during posting opening and closing dates shown, between 9:00 a.m. and 4:30 p.m. at 611 Walker, 1st Floor. **Our TDD (Telephone Device for the Deaf) phone number is 713.837.9471. For application status inquiries, please call (713) 837-7153. All new and rehires must pass a pre-employment drug test and are subject to a physical examination and verification of information provided.**

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